UNMC College of Public Health ECHO

February 24, 2021

AHRQ ECHO National Nursing Home COVID-19 Action Network

Welcome and Announcements

Deborah Levy

Announcements

- Please type your ***name, email, and facility name*** in the chat box for us and ECHO Institute to capture your attendance
- Please type your questions in the chat box, and they will be addressed during the situation discussion and/or the Q&A
- The materials from the sessions are available for you to download from our website
- The recording of the sessions, which are required by AHRQ and ECHO Institute, are available only for special circumstances and a request must be made to Krista Brown
- Throughout the week, if you have questions, concerns, or issues to raise, please send Krista an email at Krista.Brown@unmc.edu
- Training Centers will receive a no notice audit – staff from the ECHO Institute will join one of our sessions between now and the end of the 16 weeks

CME and CNE Credits

- These sessions have been approved for both Physician and Nursing credits
- 1.5 credits will be awarded per session
- Approval is based on attending the 30 minutes of discussion and Q&A at the end of the formal 60 minutes
- You will be ***required to complete 2 evaluations*** to receive your continuing education credits
    - After the first 8 weeks
    - At the end of the 16 weeks
- You must type your ***name, email, and facility name*** in the chat box to be recognized as attending the session
- If you have questions or issues about these credits, please send Barbara Dodge an email at bdodge@unmc.edu

Week 15 Agenda

Time	Subject	Speaker/Facilitator
1200 - 1205	Welcome and Announcements	Deborah Levy
1205 - 1225	Supporting the Emotional Well-being of Staff Caring for Residents during COVID-19	Steven Wengel Reid Haase
1225 -1255	Case Study/Scenario Presentation and Discussion/Waterfall Exercise	Public Health Core Team
1255 - 1300	Weekly Poll	Krista Brown
1300 - 1330	Continued Discussion and Q&A	Public Health Core Team

16-Week Curriculum Overview

AHRQ ECHO National Nursing Home COVID-19 Action Network

HEALTH SCIENCES Project ECHO

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16-Week Curriculum Overview – 1

- Preventing and Limiting the Spread of COVID-19 in Nursing Homes ✓
- Guidance and Practical Approaches for Use of Personal Protective Equipment (PPE) during COVID-19 ✓
- Approaches to Cohorting during COVID-19 ✓
- Promoting Solutions for Making the Built Environment Safer during COVID-19 ✓
- Guidance for Cleaning & Disinfecting during COVID-19 ✓
- COVID-19 Testing for Nursing Homes ✓
- COVID-19 Community Transmission and Nursing Home Screening Strategies ✓
- Staff Returning to Work Safely during COVID-19 ✓

16-Week Curriculum Overview – 2

- Interprofessional Team Management of Mild Cases of COVID-19 ✓
- Advance Care Planning in the Time of COVID-19 ✓
- Promoting Safe Care Transitions during COVID-19: Admissions, Discharges, and Transfers ✓
- Promoting Safe Visitation and Nursing Home Re-opening during COVID-19 ✓
- The Role of Certified Nursing Assistants (CNAs) in Managing and Supporting Residents and Families during COVID-19 ✓
- Managing Social Isolation during COVID 19: Perspectives on Staff and Residents ✓
- **Supporting the Emotional Well-being of Staff Caring for Residents during COVID-19**
- Effective Leadership and Communication during COVID-19

Supporting the Emotional Well-being of Staff Caring for Residents during COVID-19

- **Learning Objectives**
  - Discuss the impact of social isolation and moral distress on residents and staff
  - Define social isolation and loneliness

Emotional Well-being and Staff Resilience: Navigating the Covid-19 Pandemic

Sarah Sjöström, MSN, RN, ACNP-BC

Associate Chief Nursing Officer

Hebrew Rehabilitation Center

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The Case for Supporting Our Teams

Why should healthcare organizations invest energy in employee well-being and resilience?

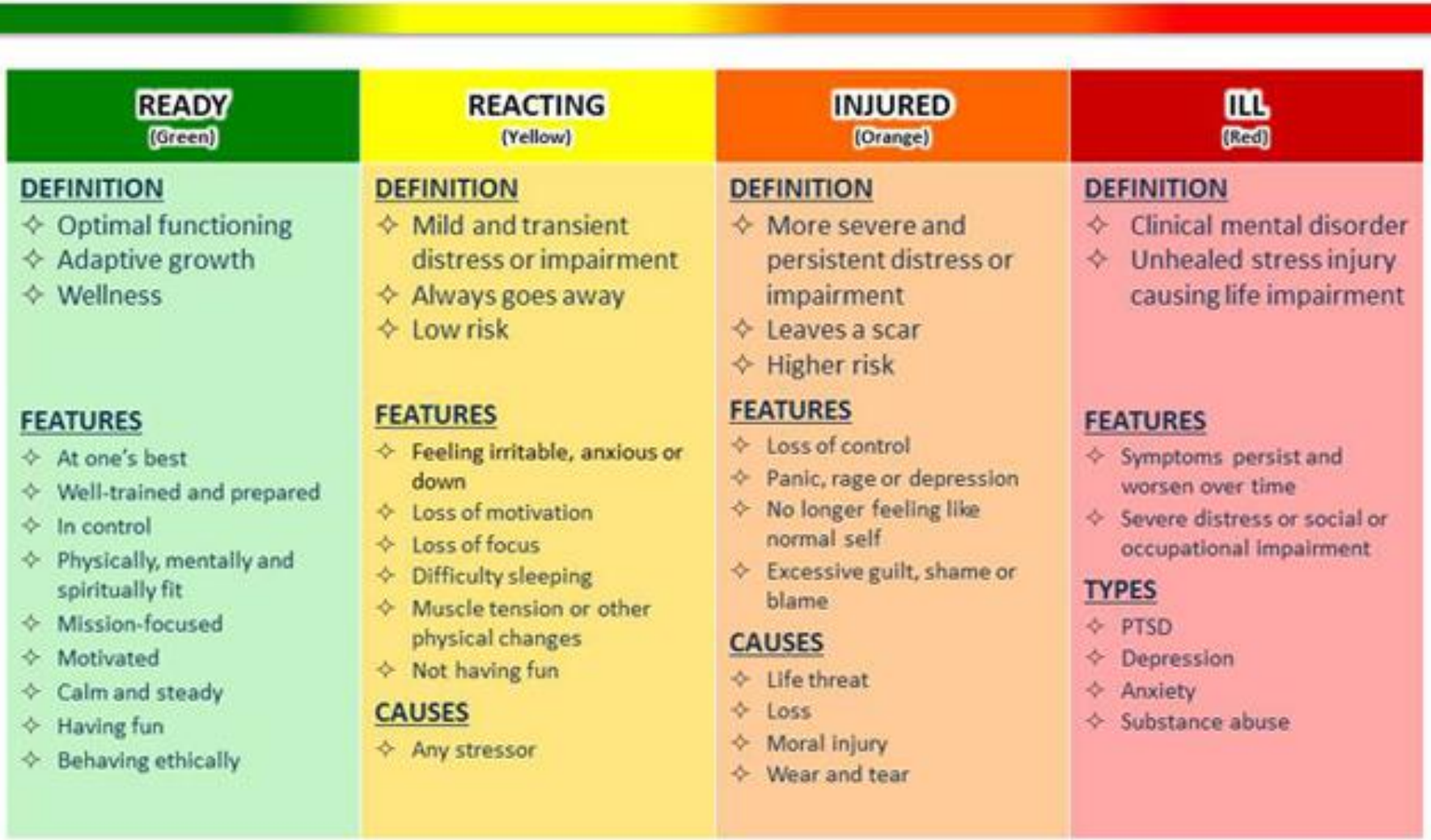
Covid-19: A Constant State of Stress for Healthcare Workers

Loss of Safety/Insecurity	• PPE Shortages • Fear of Disease Transmission
Loss of Control/Unpredictable Events	• Continued Disease spread despite safety measures
Uncertainty/Change	• Changes to Policies and Procedures • Need to make changes with little information (closing of units, moving seniors)
Loss of Life/Loved Ones	• Loss of seniors with whom special bonds were formed • Personal Losses
Lack of Emotional Support	• Quarantine/Social Distancing/Healthcare workers separated from family • Public Scrutiny of healthcare facilities • Stigmatization
Moral/Inner Conflict	• Restricting patient/resident visitation • Inadequate access to life-saving treatment
Overwork/Exhaustion/Lack of Self-Care	• Protracted Use of PPE • Healthcare workers “service before self” mentality

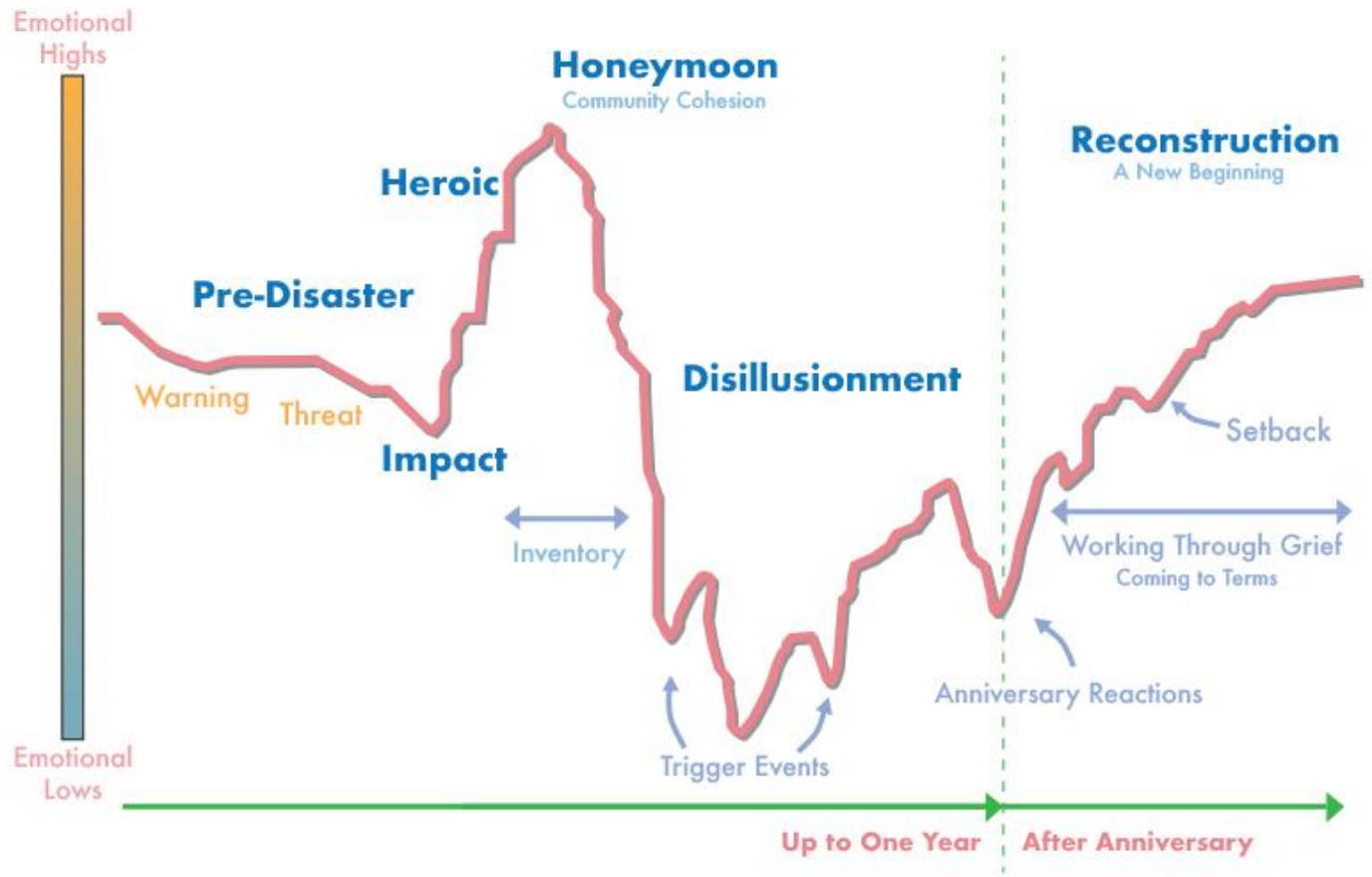
"The expectation that we can be immersed in suffering and loss daily and not be touched by it, is as unrealistic as expecting to be able to walk through water without getting wet."

- Rachel Naomi Remen -

The Stress Continuum Model

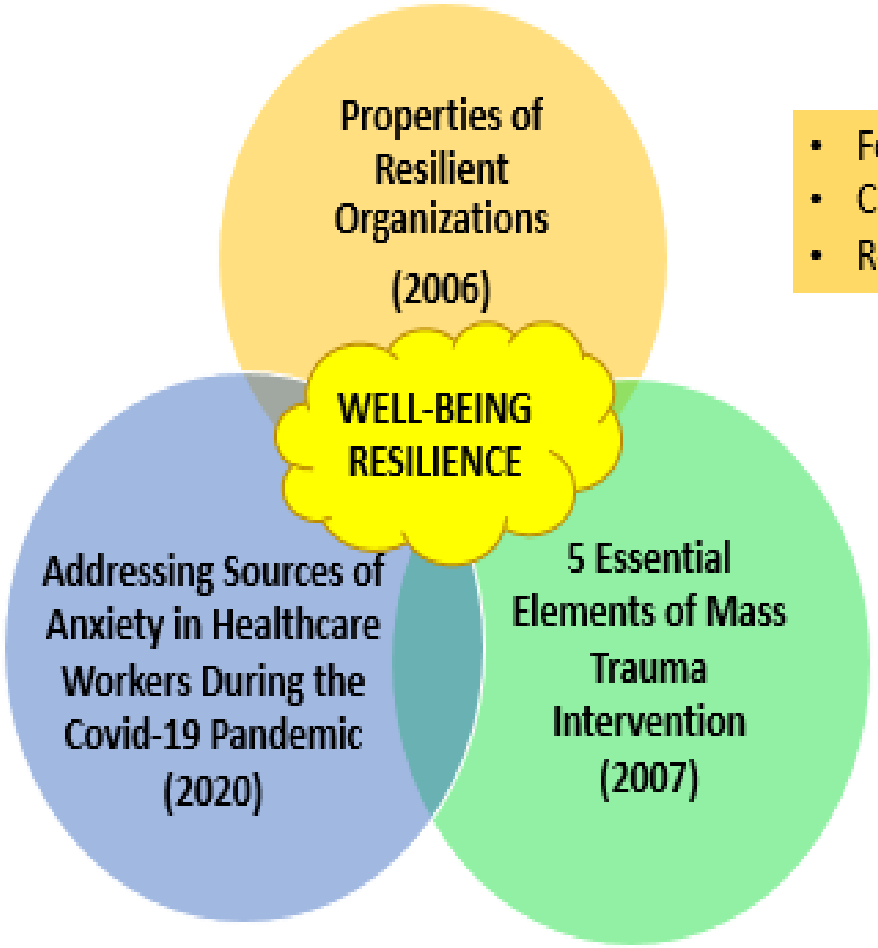


Emotional Fluctuations in Times of Mass Disaster



Adapted from Zunin & Myers as cited in DeWolfe, D. J., 2000. Training manual for mental health and human service workers in major disasters (2nd ed., HHS Publication No. ADM 90-538). Rockville, MD: U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services

The Convergence of 3 Frameworks for Supporting Emotional Well-being and Resilience

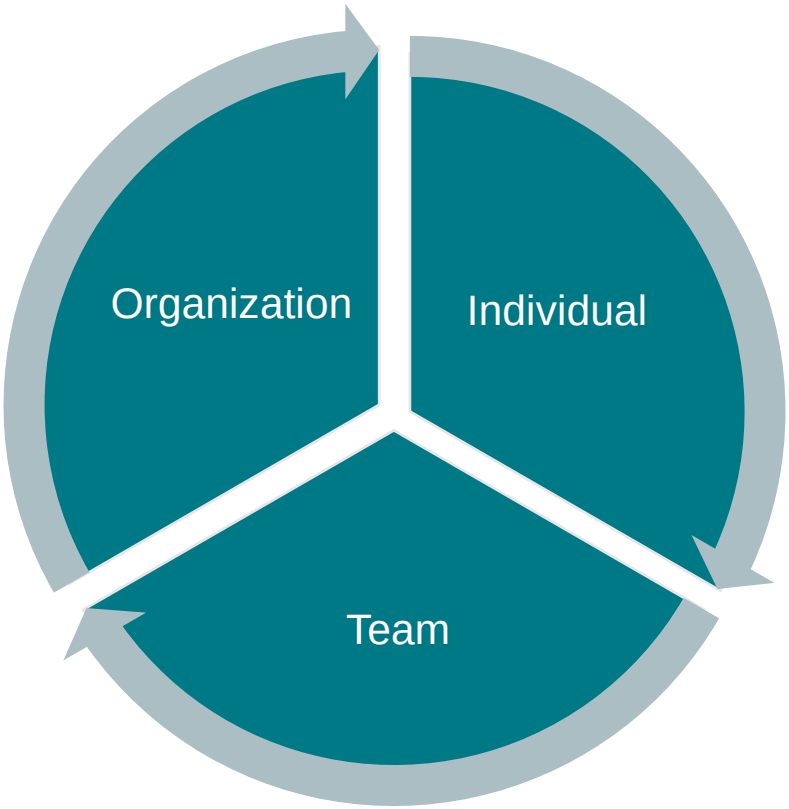


- Foresight
- Coping
- Recovery

- Hear me
- Protect me
- Prepare me
- Support me
- Care for me

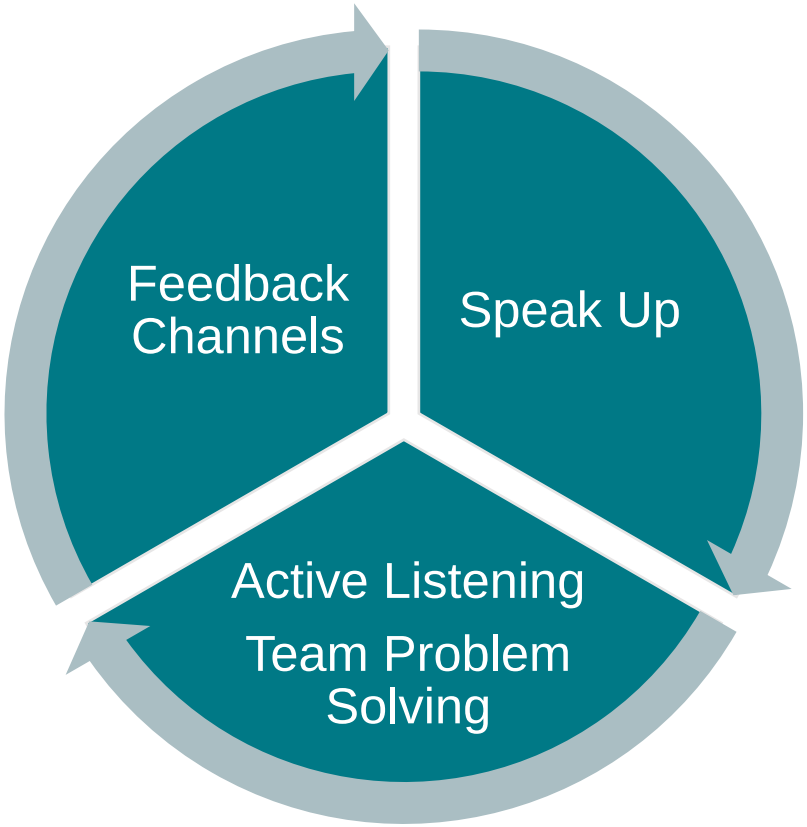
- Safety
- Self/collective Efficacy
- Calm
- Connectedness
- Hope

Levels of Organizational Structure



Recognizing and Responding to Front Line Concerns

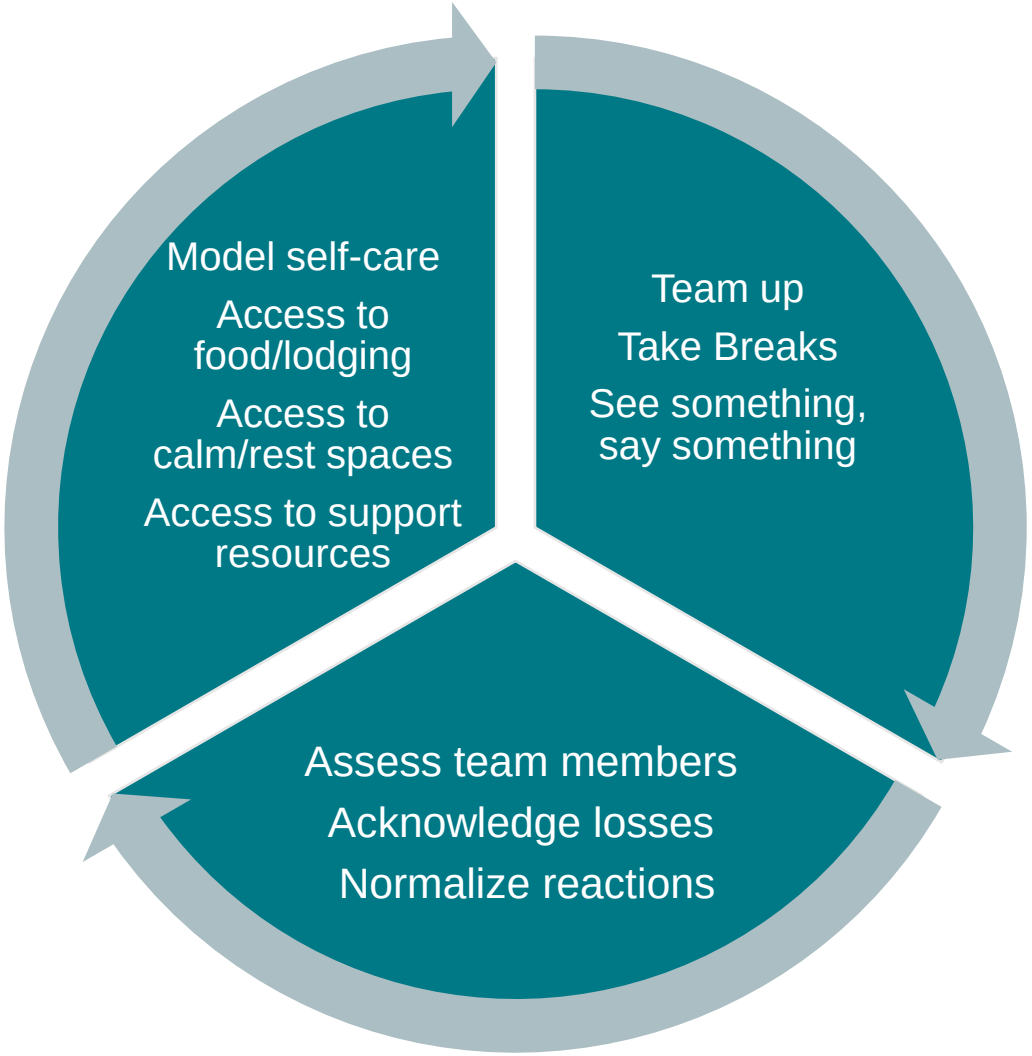
Lack of Control
Insecurity
Uncertainty
Lack of Support



Hear me
Care for me
Foresight
Safety
Collective Efficacy

Making Space for Self-Care and Emotional Support

Lack of Control
Insecurity
Uncertainty
Lack of Support

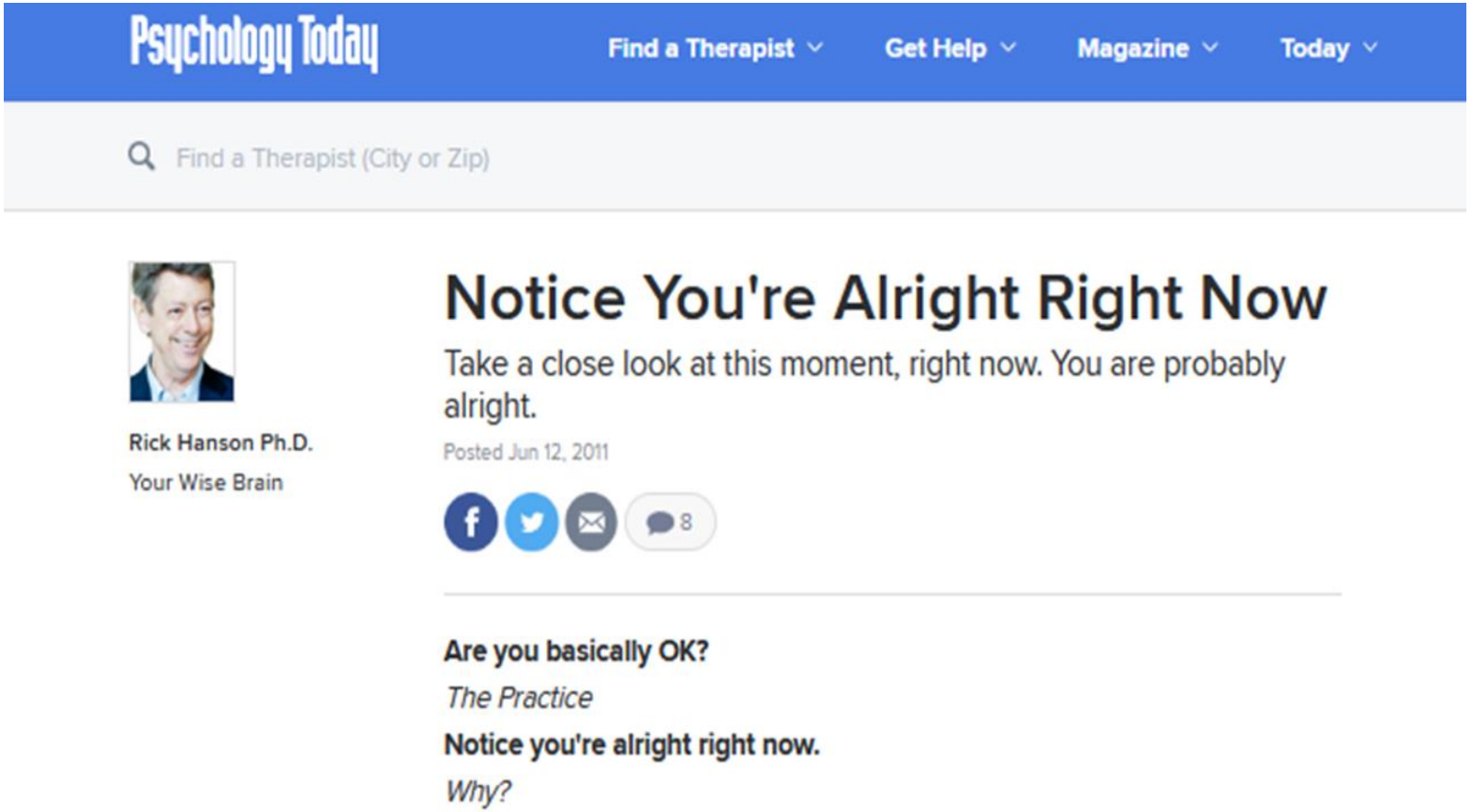


Hear me
Care for me
Foresight
Coping
Recovery
Safety
Collective Efficacy

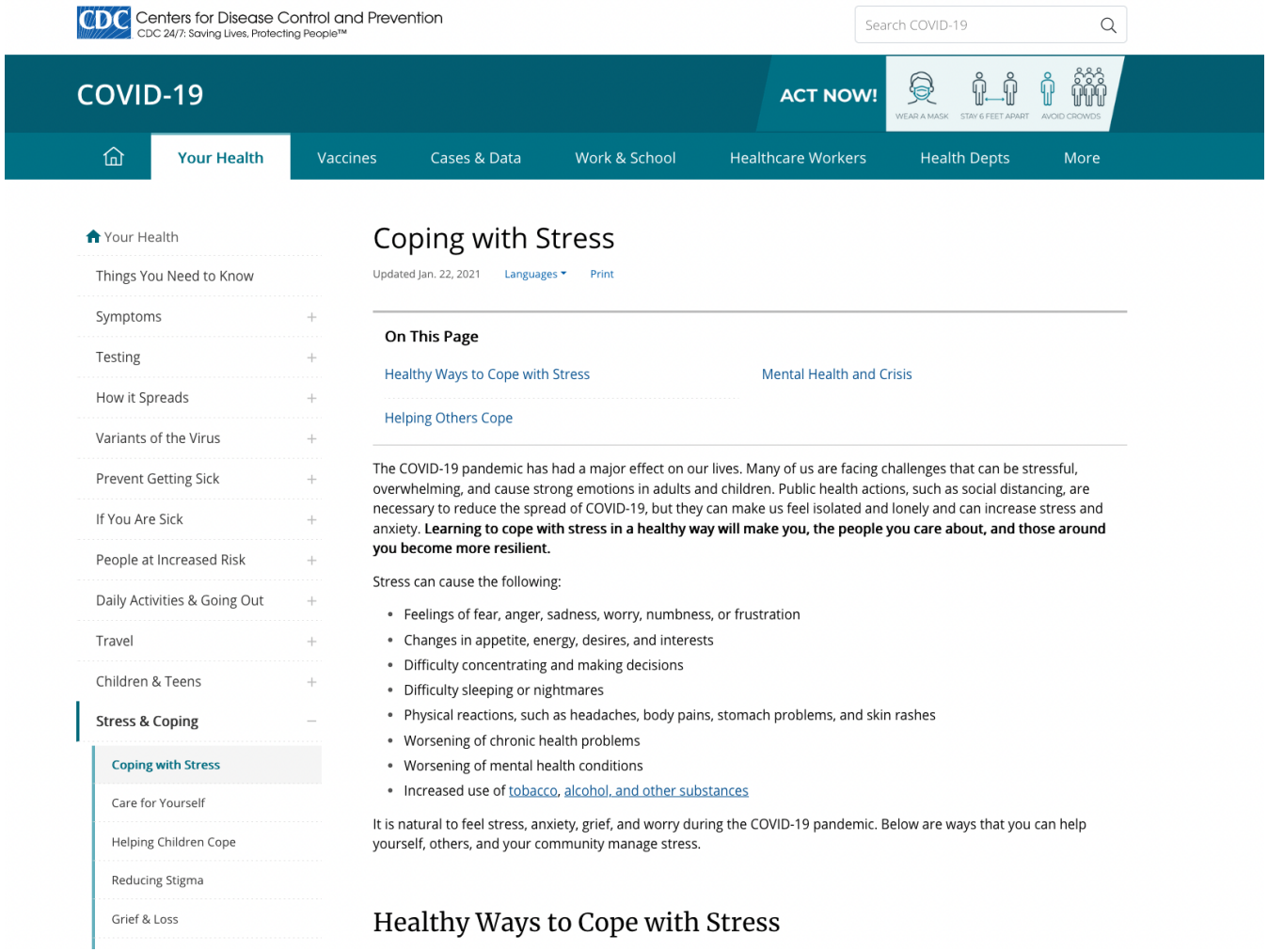
Interventions Across Organizational Levels

Individual	Team	Senior Leaders/Organization
• Plan for how to access reliable sources of information • Suggest limiting intake of media/news • Allow individuals ways to communicate safety or workflow concerns • Identify points of control for individuals over process and practice • Form “battle buddy” relationships • Individual check-ins for employees • Assist individuals with managing time/schedules/workloads • Encourage stockpiling of compassion for self and others • Encourage breaks, sleep, eating well and hydration • Allow employees to express their individual needs/coping strategies are unique to the individual • Encourage staff to assist to identify colleagues that may need extra support	• Identify centralized location/process for information and policy updates • Managers of teams must be present and practice active listening • Problem solve work flow issues as a team • Include team members in decision making • Managers eliminating fear of consequences for staff needing to make hard decisions • Take time to recognize the losses the team has experienced • Normalize the challenging emotions • Managers should actively assess team members for signs of individuals who need support • Mock drills/simulations/practicing roles • Debrief after challenging cases • Team building initiatives to encourage trust amongst colleagues • Create a space for sharing positive messages such as a whiteboard or post it board	• Providing all necessary PPE or communicating transparently about challenges and potential solutions • Develop mechanisms for frontline teams to communicate safety concerns • Respond to concerns (feedback loops/close the loop) with information training or policy adjustments • Provide clear, transparent and frequent communication • Provide Covid-19 testing to staff if able • Senior Leaders must be present on the front lines, particularly in affected areas • Acknowledge the losses and challenges • Model self-care • Provide access to food and lodging as needed if able • Ensure staff access to resources for emotional/physical support (listed resources and/or on-site resources) • Create calm/rest spaces in the facility • Send Thank You Cards/Staff Acknowledgements • Share stories of recovery/success • Create a vision of hope • Keep a future focus

Psychology Today



Coping with Stress



COVID Coach App

COVID Coach

A mobile application for Veterans, Servicemembers, and anyone affected by the COVID-19 pandemic

Features:

- Education to help you improve your well-being during this global pandemic
- Tools for coping and self-care
- Trackers for mental health and personal goals
- Resources for additional support

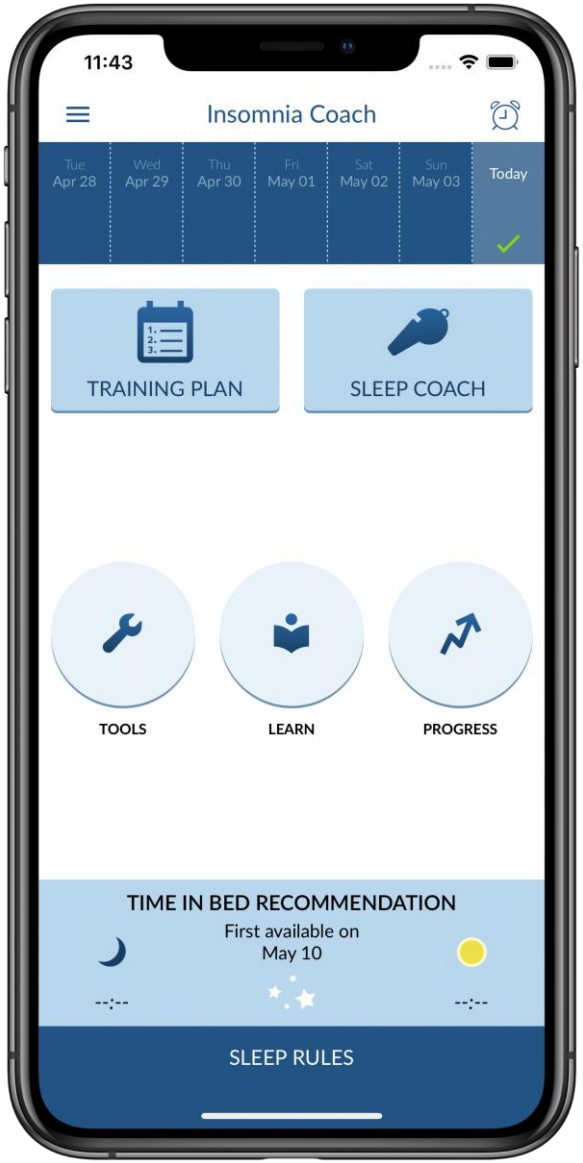
Developed by the Mobile Mental Health Apps Team at the VA's National Center for PTSD.

Contact our team with feedback to help us improve this app:
MobileMentalHealth@va.gov

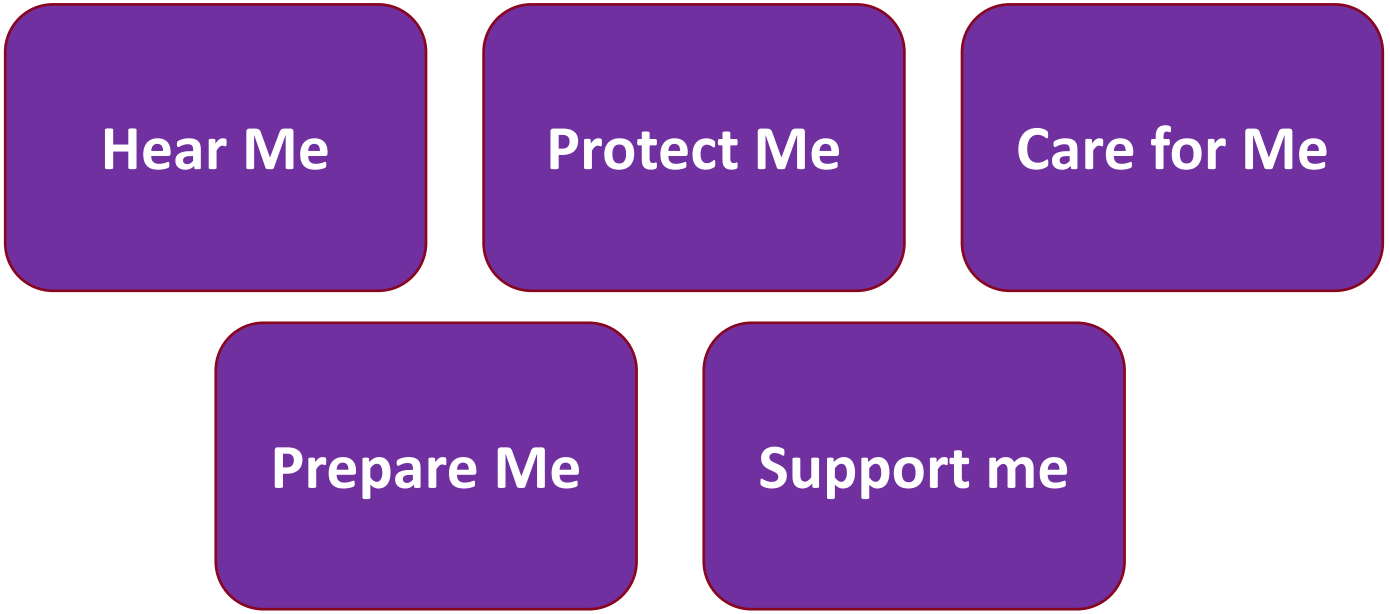
Learn more on the National Center for PTSD website.

Download on the App Store

Insomnia Coach



Pillars



http://www.ihi.org/resources/Pages/Tools/Conversation-Guide-to-Support-Staff-Wellbeing-Joy-in-Work-COVID-19.aspx

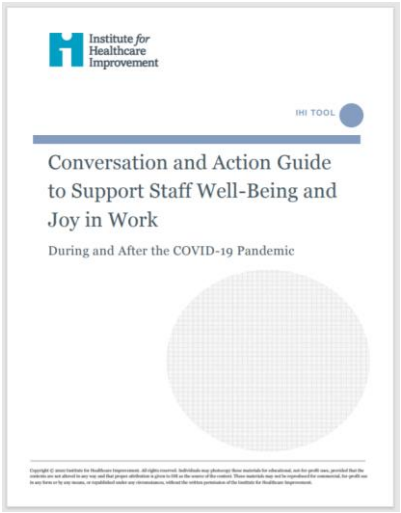
Hear Me

Hear Me

Listen and act on lived experience to understand and address concerns to the extent organizations and leaders are able

Short huddles, in small groups or 1:1 where you can ask:

- What concerns do you have for residents, yourself, or the team?
- Are there steps we can take right now as a team?
- What good thing happened today?



Support Me

Provide training and support for high-quality care in different settings

- Do
  - Be present
  - Connect to purpose and meaning
  - Provide emotional and psychological support
  - Express gratitude
- Steps to try:
  - Ask and listen
  - Provide gentle reminders to practice self-care
  - Say thank you and be specific

Leave in Action

Speak to 5 staff members and ask them some version of the questions below:

What concerns do you have for residents, yourself, or the team?

Are there steps we can take right now as a team?

What good thing happened today?

Share next week what came up that was surprising or what new ideas emerged from problem solving

http://www.ihi.org/resources/Pages/Tools/Conversation-Guide-to-Support-Staff-Wellbeing-Joy-in-Work-COVID-19.aspx

All Teach All Learn

Case Study/Situation Presentation and Discussion

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Weekly Poll

Krista Brown

Continued Discussion and Q&A

UNMC Public Health Core Team

References

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Resource Links – 1

Video: Session 15_Presentation_Staff Well Being and Resilience
https://www.youtube.com/watch?v=5mUODGQKhTw&feature=youtu.be

Slide Resource Links

Adapted from Zunin & Myers as cited in DeWolfe, D. J., 2000. Training manual for mental health and human service workers in major disasters (2nd ed., HHS Publication No. ADM 90-538). Rockville, MD: U.S. Department of Health and Human Services, Substance Abuse and Mental Health Services Administration, Center for Mental Health Services

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Resource Links – 2

MMWR* and *JAMA* Updates: *SARS-CoV-2 Variants

First Identified Cases of SARS-CoV-2 Variant B.1.1.7 in Minnesota — December 2020–January 2021 [t.emailupdates.cdc.gov]

Detection of B.1.351 SARS-CoV-2 Variant Strain — Zambia, December 2020 [t.emailupdates.cdc.gov]

ECHO Global Conversations: Vaccine Confidence Webinar Recording

COVID 19 Global Conversations (English) 2021-02-16

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